

## **Lanter Evaluation- November 2001**

### **KYVL**

#### **1. Driver arrives at the scheduled day/time (give or take 30 minutes)**

Yes= 52

No= 3

Comments:

Driver seems to run a bit behind schedule, but this is not a problem as far as we are concerned.

For the past month, we are starting to see the driver arrive on time

Our drivers, generally, tend to be more than 30 minutes late

The driver does arrive within 30 minutes of his scheduled time, usually within 10 or 15 minutes.

Our drivers are always on time.

Driver is usually right on time.

**My drivers are** always within the time scheduled.

The courier arrives on time.

He arrives on time, usually sometime between one and two p.m.

Driver arrives promptly on time.

Regular driver arrives in a timely manner, backup driver arrives within two to three hours of scheduled time.

the couriers have been showing up regularly within their time frames.

#### **2. Driver is knowledgeable about procedures.**

Yes=54

No= 1

Comments:

they are not knowledgeable about procedures

Most of the time

**The current driver is knowledgeable about procedures**

Very knowledgeable.

knows about procedures, although we have changed drivers several times

they have all been very good and helpful.

he's courteous and efficient

He is very helpful with information about the service.

Regular driver is knowledgeable about procedures

They seem to know their duty and are pleasant in what conversation is carried on.

**3. Driver behaves in a courteous and professional manner.**

Yes=54

No=1

Comments:

She is a very likeable person.

Driver is great- really, really great.

Driver is always courteous and professional

Our driver Calvin is a gem. He is always on time, polite, patient and courteous to everyone.

Driver is overly friendly which may be why he runs behind schedule. This has been a concern of the staff in our receiving area at ECU. We don't want to complain about someone being friendly, but...

Very cheerful and nice.

Yes, Jerry is very nice and friendly.

Driver is pleasant and always kind.

**very courteous and cooperative.**

Courteous; professional and friendly.

My Drivers are very professional

The drivers are always professional and pleasant to work with.

is courteous

he knows the procedures.

He is very polite and always has something to talk about.

Regular driver behaves in a professional and courteous manner. The regular driver is prompt, quick to transfer packages, sign sheet and leave.

On rare occasions, we have had a few problems with them being rude. However, more recently, they have behaved themselves even when they are not knowledgeable about what they are supposed to be doing.

**4. Problems are addressed promptly.**

Yes=55

No= 0

Comments:

Everything has been fine.

The few problems that we have had have been handled promptly and professionally.

No problems so far.

No problems, happy as can be.

We have had no problems with our courier, Bill, from Lanter.

So far, we have had no problems.

I'm aware of only one book in the past year that's been lost, and that one may yet show up.

Have not had problems

Yes and if not he tells us who can help.

Problems presented to KYVL staff to discuss with courier service have been handled promptly.

Even though he does not come at the scheduled time- 1:30. He is consistent at the time he does come everyday and it is good for me.

#### **5. Other comments/suggestions/observations**

As you know we have had problems with Lanter. The time and the driver NOT being very knowledgeable. But, I think it's because they change drivers so often. Everytime I've contacted you about a problem, it has been corrected very quickly.

I have had only positive encounters with our Lanter driver- Mack Newsome.

The one problem I have noted and I have not mentioned it to the driver yet because it is an easy mistake and happens rarely, is sometimes we are getting SECC-Cumberland bags delivered here (SECC-Middlesboro). It doesn't happen but maybe once every 2-3 months and is an easy mistake to make with 3 SECC campuses. I always try to write the name of the campus clearly to help the drivers see it better. We had the same problem with regular mail so it is nothing new. Overall, I am well pleased with the courier service. Our faculty, staff and students like being able to receive ILL's in such short time spans. Our courier is very professional and nice.

The courier service has been a wonderful thing for our library. We receive the books promptly and it has been a great savings for us too.

**I really appreciate the Courier service and I don't have any complaints. With as many libraries & people they are working with, from my point of view--they are doing a great job.**

I think this service is great. I am having an unusual amount of ILL's right now, and the courier is saving me \$\$ on postage. I really appreciate the service and hope it will continue.

Service is great and a cost saver to us.

**My driver is always on time or early. He is always friendly, outgoing, and professional.**

The Courier service is fantastic and our delivery man Bryan is a gem. He is always on time and very polite. Also, this service has greatly improved the service we are able to give our patrons. Material is available in a much more timely manner, which has led to greater

patron satisfaction.

We have no complaints about the courier service. The drivers are always ontime. They are courteous and helpful. They call Lanter right away if we have a question. The courier service is an asset to our library. We are grateful to have this service!

I've been very pleased with our courier, Wayne Ray. Wayne has always been very courteous, on time, and has went out of his way to try and help us with the service.

The courier service has worked really well for our library. We've found it to be efficient and the couriers to be professional.

Thanks for a great service.

The Lanter service is working fine for us. We seem to have a lot of substitute drivers, but the regular older gentleman who was out injured for quite a while knows what he is doing. They usually arrive any time from 20 – 50 minutes after the time stated on the schedule, but since our I.L.L. person works the front desk, this is not a problem. Thanks for all the organizing.

The U.S. Mail could take lessons from the courier.

Our evaluation of the courier service is very positive.

We have nothing but compliments about our courier. He is invariably prompt, courteous and knowledgeable. There have been no problems to be addressed. I have been Director here for 30 years and have never seen any new program or service begun that was so utterly successful as this one. I feel sure that many meetings and a great deal of thought preceded this service and I am grateful to all who have made this success possible.

We couldn't do without this service. We have no library tax here and every penny saved is worth a dollar. Every thing about this service is wonderful. The drivers are very professional, they know their business and also very friendly, courteous and patient. Thank you. Without the courier, we wouldn't be able to order books for our patrons.

**The driver is most courteous and happy. I have had no problems with our service.**

The courier service is superb. Always on time, always courteous, No problems to speak of.

Sometimes has a small child with her

I am very pleased with the courier service because it's convenient and reliable. Our courier has always been pleasant, courteous, and dependable. Substitute drivers have also arrived on assigned days, etc. I hope this is a service that can continue! I appreciate the effort and work that has been done to provide courier services to our libraries.

GREAT SERVICE!!!

Our Lanter Driver is excellent. He always comes at the appointed hour and is very nice to work with. I commend him highly.

The KYVL Courier Service has been a great asset to the interlibrary loan transactions at our school. It is reassuring to know that materials will be delivered in a timely manner and to have a way of tracking shipments if the need should arise. The only suggestion I have is to remind facilities to send mailing labels that have the same address as that listed for their facility on the listing provided by KYVL.

We have been very pleased with how things are going both with the service and with our driver, Mike. He is always prompt, courteous, and very business like. No reports of any problems here.

On all counts, the service is working well

Our driver has been excellent.

Doing a great job!

I have only good things to say about the courier service. I am very pleased with everything about it.

Overall it has been very good and helpful for our library, and a great savings. Thank you for all of the hard work in getting this to work. He does a very good job.

We are heavy users of the service and it has sped up I.L.L. borrowing and lending, and has cut down on the number of books lost in the mail. As far as we're concerned, the service has been great!

We have had no problems with the courier service. We have been very happy with their service. They are on time and are very courteous. We are very satisfied with the service and we hope that it continues. It has saved us a tremendous amount of money in postage and that is very important to a small library like us. We hope they can continue to provide this service to us.

Our Courier driver is excellent.

This is one of the best services ever offered!!!

It's a really great service to have and it makes it so much easier to do Interlibrary loans